



## EMPLOYEE PURCHASE PROGRAM

# ANNOUNCING THE DELL EMPLOYEE PURCHASE PROGRAM — JUST FOR YOU!

**Congratulations! Your organization has chosen to participate in the Dell™ Employee Purchase Program (EPP) and that's very good news for you! We've answered the most frequently asked questions about the program in this flyer. For more information or to place your order, please visit Dell's Secure Employee Purchase Store at [www.dell.com/ghc](http://www.dell.com/ghc). If you prefer, Dell's specially trained sales representatives are ready to help you at 800-695-8133 option 2 Monday - Friday 7:00am - 11:00pm, Saturday and Sunday 9:00am - 10pm CST.**

### FREQUENTLY ASKED QUESTIONS

**Q: Why is this the best deal on a Dell PC for home?**

**A: EPP offers you savings not available to the general public.**

- Savings of up to 6% off all Dell™ Dimension™ desktop and Inspiron™ notebook systems
- Double those savings (up to a total 12% off) by selecting 3 or 4 years of At-Home service<sup>1</sup>
- Discounts taken on top of most generally advertised Dell Home Sales prices and promotions<sup>2</sup>
- Discounted 3-5 day shipping
- Dell Preferred Account available to qualified customers<sup>3</sup>
- Award-winning services and support

Systems priced before shipping and tax	Up to \$800	\$800 up to \$1600	\$1600 and Above
Base Discount	2%	4%	6%
Discount with 3- or 4-year At-Home Service <sup>1</sup>	4%	8%	<b>12% Best Deal</b>

**Q: How do I learn more? How do I place my order?**

**A: Simple.**

- Visit our Web site at [www.dell.com/edubuy](http://www.dell.com/edubuy).
- Call us at **1-800-695-8133**, Monday-Friday 7:00am-11:00pm, Saturday and Sunday 9:00am-10:00pm CST and speak to an EPP sales consultant who will be happy to answer your questions, help you configure a system that's best for you, and even take your order.
- Visit your company's Premier Pages™ Web site.

**Q: What payment options do I have?**

**A: There are two ways to pay for your new Dell system:**

- Dell Financial Services offers the Dell Preferred Account<sup>3</sup>, an easy and convenient payment option that fits your budget! The process is easy, the application and credit approval is handled online or over the phone, and if you qualify, your selected computer system can be on its way to you within days. The Dell Preferred Account requires no down payment, no initiation fee, and no annual fee—and no minimum purchase is required.
- Dell accepts most major credit cards, including MasterCard, VISA, American Express and the Discover Card when you purchase online or over the phone.



**Q: What about technical support after I purchase my Dell system?**

**A: Dell has a reputation for providing excellent technical support 24/7.**

- At-Home service<sup>1</sup> is available on Dell Dimension and Inspiron computers. Usually we can fix your problem (online or on the phone/without a service call). If not, a Dell technician will troubleshoot with you online or over the phone to figure out if a part is broken. Then, if you need a part, the replacement part can be shipped for next business day delivery, and if necessary, a third party technician can be there to install it.
- Technical Support. We provide a toll-free tech support line that is available 24 hours a day, seven days a week for your Dell system.

**Q: How do I become eligible for the Dell Education Personal Purchase Program?**

**A: You already are eligible simply by working for your institution. You'll be asked to verify your institution when you order.**

**Q: Is there a way to track the status of my order?**

**A: Yes, indeed.** Once you've placed your order and have received your order number, use Dell's online order status tracking system at [www.dell.com](http://www.dell.com). You can see at a glance where in the ordering, manufacturing and shipping process your new system is. Better yet, you can register online for Dell Order Status Service, which will alert you by e-mail when your new computer is shipped! Or if you don't have Internet access, just call us at **1-800-695-8133** to track your order.

**Q: Does Dell offer a return policy?**

**A: Definitely. All purchases are backed by our Total Satisfaction Policy.** Under this policy, you may return products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as specified online. To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. Some restrictions apply. For more information about Dell's Total Satisfaction Policy, please refer to: <http://support.dell.com/us/en/kb/document.asp?dn=1057731>

**Q: Will my personal information be secure if I order online?**

**A: Yes. Your right to privacy is a primary concern with us.** When you visit our Web site, we help you maintain control of your personal information on the Internet. Dell works with strict guidelines to protect the information you provide during a visit to our Web site. For more information about Dell's privacy policy or information usage guidelines, please refer to [http://www.dell.com/us/en/gen/misc/policy\\_000\\_policy.htm](http://www.dell.com/us/en/gen/misc/policy_000_policy.htm).



Employee Purchase Program. Easy as **DELL**

**Order the easy way. Visit [www.dell.com/ghcor](http://www.dell.com/ghcor) call toll-free 1-800-695-8133.**

ALL ORDERS ARE SUBJECT TO APPROVAL AND ACCEPTANCE BY DELL. Offer subject to your company's continuing participation in the Dell EPP program. Pricing, specifications, availability, and terms of offers may change without notice. Taxes, fees and shipping charges are extra, and vary. U.S. Dell EPP new purchases only. Dell cannot be responsible for pricing or other errors, and reserves the right to cancel orders arising from such errors.

<sup>1</sup> At-home service provided via third-party contract with customer. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. Other conditions apply.

<sup>2</sup> Dell Preferred Account: Offered by CIT Bank to qualified U.S. residents with approved credit. Taxes, fees and shipping charges are extra and vary.

<sup>3</sup> Some Home and Home Office special offers and coupons may be excluded.

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